



Year 2000 (Y2K) Issues

Customs Declares Victory Over Y2K!

The "Millennium Bug" didn't stand a chance -- not with the U.S. Customs Service breathing down its neck. Working for 2½ years to defeat the potential Y2K problem, Customs celebrated the turn of the century with the Millennium Bug nowhere to be found.

While people worldwide braced for the long-awaited arrival of the Year 2000, Customs welcomed it with arms open wide. It was no accident that after midnight on December 31, 1999, all of Customs mission critical computer systems and equipment continued to function properly and without interruption. Fully operational systems allowed Customs to transition immediately into the Year 2000, completely capable of providing the exceptional service and security at America's borders that the public has come to expect.

Thanks to the diligent efforts of the Customs Year 2000 Program and the hard work of the hundreds of federal and contract employees assigned to the Customs Y2K project, Customs offices nationwide have reported but a few small Y2K-related discrepancies. In fact, of the approximate 2,500 work tickets received by the Customs HelpDesk and Emergency Response Center between January 1 and January 10, 2000, only 17 tickets had Y2K implications. All of the 17 discrepancies, however, were minor in nature and none had any impact whatsoever on Customs core business processes. Examples of reported Y2K discrepancies included: telephone voicemail systems not rolling over to the correct date and time; a local power outage (beyond Customs control); an incorrect date on a standalone PC; and an inoperable postal meter.

With the passing of the New Year, many major Y2K hurdles have been successfully conquered. But, like other organizations dealing with the Y2K challenge, Customs is not yet "out of the woods." Because a potential Y2K threat existed for several days following the century rollover, Customs continued to monitor Y2K readiness and receive Y2K reports from field locations until January 10, 2000. During that period, over 400 individuals, including many representatives from the field, staffed the Newington Command Center around-the-clock to ensure that any Customs Y2K problems were dealt with and corrected as swiftly as possible.

To sustain a high level of vigilance for Y2K or other reasons, Customs has future plans to staff the Emergency Response Center during high-threat periods, 24 hours a day, as it did from New Year's Eve to January 10. Current plans call for the Emergency Response Center to again be staffed during the February 29, 2000 timeframe to accommodate any potential Y2K Leap Year occurrences. If the next few weeks are successful from a Y2K standpoint as the last few days have been (and all indications are that they will be), Customs will declare a complete victory over the Millennium Bug once and for all.

(From Customs web site -- posted January 11, 2000.)

Information Technology (IT) Status:

Although all Y2K tasks were completed prior to December 1999, Customs will maintain its Y2K test environment until March 2000. This will enable Customs to accommodate organizations that wish to test their interfaces with ours. In addition, the Y2K Emergency Response Center (ERC), which has been operational since August 1999, has demonstrated its value to the agency and will be maintained as a component of agency contingency planning for possible future emergencies.

Non-Information Technology (Non-IT) Status:

Of the 1,771 Non-IT mission critical products identified, 135 products were not Y2K compliant (88 of these products were replaced, 13 were repaired and 34 were retired). In addition, the Office of Finance surveyed 850 Non-IT facilities to determine their level of compliance and to take the appropriate actions to ensure their ability to function during the transition to Y2K.

Program Costs:

October 1997 Y2K estimate, including Government Labor:	\$123.9 M
Current Projection for Program Expenditures:	\$113.9 M
Expenditures through 9/30/99 are:	\$104.2 M

Supplemental Funding Sources

As of 9/30/99:	Forfeiture Fund:	\$ 26.7 M
	Treasury:	\$ 10.6 M
	Emergency Supplemental:	\$ 11.9 M